

### **What is a sanction?**

A sanction is a reduction in the amount of public assistance you receive. The Division of Child Support Enforcement (DCSE) will sanction you only when you do not cooperate with their efforts to establish paternity, support, or enforce an existing order of support.

### **Why am I being sanctioned?**

If you are being sanctioned it is because you did not cooperate with the Division of Child Support Enforcement and you did not have an approved Good Cause claim for this non-cooperation. When you do not cooperate with the DCSE, you will be mailed a Non-Cooperation Letter. When you are sent this letter, you have 14 days to cooperate with your local DCSE office or submit a Good Cause claim by telephone, letter, or appearance. If you do not respond to this letter, you will be sanctioned.

### **What kind of behavior is considered “non-cooperation?”**

The following activities are considered to be non-cooperation by the Division of Child Support Enforcement and can lead to your being sanctioned:

1. If you fail to come to a paternity appointment with your Division of Child Support Enforcement caseworker and do not reschedule, you will be considered non-cooperative. You may reschedule this appointment only one time, and if you miss the rescheduled appointment, you will be considered non-cooperative.
2. If you refuse to complete the Lack of Information Statement and you do not know who the father is, you will be considered non-cooperative.
3. If you fail to come to a genetic testing appointment without rescheduling, you will be considered non-cooperative. You may reschedule this appointment only one time, and if you miss the rescheduled appointment, you will be considered non-cooperative.

4. If you fail to appear in court for a scheduled hearing that you were informed about and as a result of your failure to appear an order is not obtained, and if you fail to reschedule the hearing, you will be considered non-cooperative. You may reschedule this hearing one time, but if you miss the rescheduled hearing, you will be considered non-cooperative.

5. If you fail to come to a IV-D attorney scheduled meeting without rescheduling, you will be considered non-cooperative. You may reschedule this meeting one time, but if you miss the rescheduled meeting, you will be considered non-cooperative.

6. If you fail to return documentation that the DCSE has asked you to fill out within the time period given for the return of the document(s), and you have not asked for an extension, you will be considered non-cooperative.

7. If you fail to appear for a scheduled appointment to complete UIFSA forms and you have not rescheduled the appointment (you can reschedule only once), you will be considered non-cooperative. The DCSE will mail you the UIFSA forms with instructions on how to complete the forms. If you do not fill out these forms and return them within 14 days after they were mailed to you, you will be considered non-cooperative.

8. If you fail to appear for an establishment stipulation and the non-custodial parent has appeared for the establishment stipulation and you have not rescheduled the appointment, you will be considered non-cooperative. You may reschedule this appointment one time, but if you miss the rescheduled appointment, you will be considered non-cooperative.

If you miss an appointment because of an emergency or crisis situation, you will not be considered non-cooperative when you notify your local Division of Child Support Enforcement office. If you need to miss an appointment or court hearing because of an emergency or crisis situation, you must notify your local DCSE office immediately.

If you have Good Cause to not cooperate with the DCSE because you believe that cooperation could bring physical harm to you or your child(ren), you can claim Good Cause and avoid being sanctioned.

### **How do I reschedule a meeting or court appearance?**

Call or send a letter to your local Division of Child Support Enforcement office asking to reschedule your appointment or hearing.

### **How much public assistance money will be taken away from me when I am sanctioned?**

When you are sanctioned, the amount of public assistance money in your family grant will be reduced by 25% the first month of non-cooperation. If you continue to not cooperate with Child Support Enforcement and Good Cause is not an issue, your family grant will be reduced by 50% the second month. If you do not cooperate after three months and Good Cause is not an issue, you will lose the entire amount of your family grant. You will not receive the entire amount of your family grant until the sanction is removed.

Also, once you have begun to receive the full grant after sanctioning, if you are ever sanctioned again your grant will be reduced to the next level (50% if it is the second month you have been sanctioned, or 100% if you have been sanctioned for greater than three months).

### **How can I keep from being sanctioned?**

The best way to keep from being sanctioned is to cooperate with the DCSE to the best of your abilities. Provide the Division of Child Support Enforcement with as much information as you can about the non-custodial parent, and be sure to show up for any appointments or hearings that are scheduled. Also, if paternity is an issue, be sure that you go to any genetic testing appointments, and if you don't know who the non-custodial parent is, you must sign a Lack of Information Statement. If you

have been sent a notice in the mail stating that you have not cooperated with the DCSE, you can contact your local DCSE office within 14 days of the mailing and give the DCSE the information that it has requested. If you claim Good Cause for Non-cooperation, you do not have to cooperate with the Division of Child Support Enforcement if your claim is approved.

### **How can I get a sanction removed?**

It is possible that you have been sanctioned by more than one agency, and to lift the sanction you must cooperate with each agency within the timeframe they have set for cooperation. You can get a sanction with the DCSE removed by cooperating before you are sanctioned again. In order to cooperate, you must provide the DCSE with any information that has been requested from you. This means that you must give the DCSE all of the details you can about the non-custodial parent, or sign a Lack of Information Statement which says that you do not know the identity of the non-custodial parent. You also must be sure to come to all of your appointments, hearings, or genetic tests scheduled by the DCSE.

### **I claimed Good Cause but my claim was denied. Will I be sanctioned now?**

The letter you receive informing you that your claim of good cause has been denied also informs you that you must contact the Division of Child Support Enforcement office within 10 days and provide the required information to avoid being sanctioned. If you were cooperating with the DCSE up to the time when you claimed good cause, you will not be sanctioned because your claim was denied.

### **THE SANCTIONING PROCESS:**

1. If you are found to be non-cooperative with the Division of Child Support Enforcement, you will be sent a notice of non-cooperation in the mail. It is important to keep your address information current. You will be given a chance to respond to this letter

with either the information the DCSE has requested or a claim of Good Cause within 14 days after the letter was mailed or you will be sanctioned for that month. If your claim of good cause is not approved, you will be sent a notice that your claim has been denied, and you are required to provide the information as requested within 14 days to avoid sanctioning.

2. Once you are sanctioned, you will have until the 8th day of the month after you are sanctioned to remove the sanction. During this time, you need to give any information to the Division of Child Support Enforcement that is requested from you in order to remove the sanction.

3. During the first month you are sanctioned, your family grant will be reduced by 25%, the second month your family grant will be reduced by 50%, and if you are sanctioned during any other month you will lose the full amount of your public assistance money.

Under the Americans with Disabilities Act (ADA), the Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. For example, this means that if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. This document is available in alternative formats by contacting (602) 252-4045.

**LOCAL AREA CHILD SUPPORT OFFICES :**

**Apache County  
DCSE Flagstaff Office**  
2323 N. Walgreen’s St.,  
#100  
Flagstaff, AZ 86004  
Phone: (928) 527-0924  
(800) 517-7365

**Cochise County Child  
Support Services of AZ**  
Warren Plaza  
7 Bisbee Road, Suite D  
Bisbee, AZ 85603  
Phone: (520) 432-3161  
Toll Free (866)358-0616

**Coconino County  
Flagstaff DCSE Office**  
2323 N. Walgreen’s St.,  
#100  
Flagstaff, AZ 86004  
Phone: (928) 527-0924  
(800) 517-7365

**Gila County  
Attorney’s Office  
Child Support Division**  
157 South Broad St.  
Globe, AZ 85501  
Phone: (928) 425-4464

**Graham County  
Safford DCSE Office**  
1938 Thatcher Blvd.  
Safford, AZ 85546  
Phone: (928) 428-6648

**Greenlee County  
Safford DCSE Office**  
1938 Thatcher Blvd.  
Safford, AZ 85546  
Phone: (928) 428-6648

**La Paz County  
Attorney’s Office**  
P.O. Box 809  
1121 Geronimo  
Parker, AZ 85344  
Phone: (928) 669-6469

**Maricopa County  
Offices:**

**Mailing address for all  
Maricopa County  
Offices:**  
P.O. Box 40458  
Phoenix, AZ 85067

**DCSE North/South  
Region Office**  
2222 West Encanto  
Phoenix, AZ 85009

**DCSE East Region  
Office**  
1255 West Baseline,  
Suite 258  
Mesa, AZ 85202

**DCSE West Region  
Office**  
8910 N. 43<sup>rd</sup> Ave.  
Suite 105  
Phoenix, AZ 85302

**All Maricopa County  
Office Phone Numbers:**  
Phone: (602) 252-4045  
(800) 882-4151

**Mohave County  
Kingman DCSE Office**  
519 East Beale St.,  
Suite 110  
Kingman, AZ 86401  
Phone: (928) 753-3134

**Navajo County  
Attorney’s Office**  
P.O. Box 668  
121 W. Buffalo  
Holbrook, AZ 86025  
Phone: (928) 524-4730

**Navajo Nation  
Department of Child  
Support Services**  
P.O. Box 160  
Chinle, AZ 86503  
Phone: (520) 674-2300

**Pima County  
Tucson DCSE Office**  
7202 E. Rosewood St.,  
S-100  
Tucson, AZ 85710  
Phone: (520) 622-7000

**Pinal County  
Attorney’s Office**  
P.O. Box 608  
30 N. Florence St., #D  
Florence, AZ 85232  
Phone: (520) 868-6615

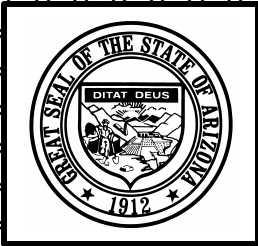
**Santa Cruz  
Child Support Services  
of Arizona**  
1860 North State Dr.,  
Suite 6  
Nogales, AZ 85621  
Phone: (520) 761-4787

**Yavapai County Child  
Support Services of  
Arizona**  
122 North Cortez St.,  
Suite 306  
Prescott, AZ 86301  
Phone: (928) 771-1090

**Yavapai Child Support  
Services of Arizona**  
1695 E. Cottonwood St.,  
# A  
Cottonwood, AZ 86326  
Phone: (928) 639-3131

**Yuma County  
Yuma DCSE Office**  
1310 South 3<sup>rd</sup> Ave.  
Yuma, AZ 85364  
Phone: (928) 539-1998

**Department of Economic Security  
Division of Child Support  
Enforcement**



**A CUSTODIAL  
PARENT’S GUIDE  
TO SANCTIONING**

Equal Opportunity Employer/Program  
Disponible en español.

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